



CITY OF KNOXVILLE
OFFICE OF THE PURCHASING AGENT
P.O. BOX 1631
400 MAIN ST., ROOM 667
KNOXVILLE, TN 37901

QUOTATION SHEET

THIS IS NOT AN ORDER

DATE: 12/15/2015 PAGE 1 OF 1

DOCUMENT NUMBER: 356618

READ ALL INSTRUCTIONS AND CONDITIONS ON ATTACHED PAGES BEFORE QUOTING. QUOTE ON THIS FORM ONLY.
QUOTE PRICE ON ITEMS LISTED OR EQUAL.

****ALL PRICES TO INCLUDE TRANSPORTATION CHARGES & NET TERMS UNLESS STATED OTHERWISE ****

Merchandise to be delivered to : Knoxville Police Department
Attn: Janice Marston
800 E. Howard Baker, Jr. Ave
Knoxville TN 37915

QUOTE will be received at: Office of the Purchasing Agent, Room 667, 400 Main St., Knoxville, TN 37902,
until 12/29/2015 04:30:00 PM

Voice/Call Recording System - Knoxville Police Department

No.	Quantity	Description	Brand	Unit	Unit Price	Total	Applicable Discount
1	1 Each	For the removal of an existing A-Vox system and the supply and installation of a VPI Empower 911, 8 channel NEC digital VPI System or approved equal with caller ID, live monitor, incident recreation, and redaction, with customer provided peripherals and rack shelf per attached specifications, complete with all required licenses, one year all parts, labor, maintenance and support warranty, onsite training and installation. Disposal of construction debris is also to be included in price. Price is to include all charges. SEE ATTACHED COPY FOR ADDITIONAL INFORMATION AND SPECIFICATIONS.					

IMPORTANT - State Merchandise

Delivery Date Here: _____

Buyer Name: Blackburn, Linda

Phone: 865-215-2074

Fax: (865) 215-2277

Email: lblackburn@cityofknoxville.org

(Company Name)

(Authorized Signature)

(Print Signed Name)

(Phone Number)

(Email Address)

Request for Quote

This is not a sealed bid. Quotes can be emailed or faxed to the Office of the Purchasing Agent. See instructions below.

The City of Knoxville Police Department desires to upgrade the existing voice/call recording system in the Teleserve Division, at 800 E. Howard Baker Jr. Boulevard, Knoxville, Tennessee.

The City of Knoxville requests your delivered and installed price for a VPI Empower 911, 8 channel NEC digital VPI Version 5 System or approved equal, with caller ID, live monitor, incident recreation, and redaction, with customer provided peripherals and rack shelf as specified below, complete with all required licenses, one year all parts, labor, maintenance and support warranty, onsite training and installation. Removal of the existing server, and disposal of construction debris is also required.

QUESTIONS:

No interpretation of the meaning of the plans, specifications, or other pre-quote documents will be made to any bidder orally. Each request for such interpretation should be in writing addressed to Linda Blackburn, Senior Buyer for the City of Knoxville, 400 Main Street, Room 667, Knoxville, TN 37902 or emailed to her at lblackburn@knoxvilletn.gov.

Any and all such interpretations and any supplemental instructions will be in the form of written addenda to the specifications, which if issued, will be posted to the City's website at www.knoxvilletn.gov/purchasing. Submitting organizations are strongly encouraged to view this website often to see if addenda are posted. Failure of any bidder to receive such addendum or interpretation shall not relieve such Bidder from any obligation under his bid as submitted. All addenda so issued shall become part of the Contract Documents.

ALTERNATES:

Any substitution of the equipment specified, must be suitable for the use for which it is intended; be new; be equal in quality, functionality and design to the equipment specified; be compatible with existing equipment; record and archive all calls clearly and accurately; be backwards compatible; and be approved for use by the Department of Information Systems. If quoting other than as specified please include specifications and references with quote.

The decision of the Purchasing Agent as to the suitability of any item or system proposed for use, shall be final.

STATEMENT OF WORK:

The following specifications are for

- the furnishing of all supervision, materials, equipment, hardware, software, apps, labor and travel necessary to supply, deliver, offload, secure, test, warranty, and professionally install a new VPI Empower 911 system as specified below, at the Knoxville Police Department (KPD), Safety Building, 800 E. Howard Baker Jr. Blvd., Knoxville, Tennessee;
- removal of the existing A Vox system;
- connection of the new equipment (server) to the existing KPD phone system;
- the providing of professional assistance with loading of applications onto customer owned computers and adding recorder domain as required by Project Manager;

- testing of the system, to insure that it is recording all calls accurately and clearly to the satisfaction of Knoxville Police Department; and correction of any problem with recording of calls prior to completion installation and final acceptance;
- testing of the system to insure that the old recordings are accessible utilizing the new equipment; and correction of any problem with accessibility prior to completion of installation and final acceptance;
- resolving of any conflicts that may arise with any service and/or equipment provider with regard to the relationship between bidders equipment, and the equipment/service provider, prior to final acceptance;
- onsite training of KPD personnel in the use of the equipment prior to final acceptance; and
- removal of debris from site.

Price is to include all charges - FOB Destination.

SITE VISITS:

Bidder will provide a system with 100% availability, that is compatible with existing equipment, and is complete and ready for use upon completion of installation.

It is the Bidder's responsibility to visit the site; ascertain what is required to complete installation; and to submit questions, if any, for clarification prior to submittal of quote. Failure to conduct a site survey shall not excuse errors in the proposal.

Access to this facility is restricted. All requests for site visits will be coordinated and scheduled through the Senior Buyer listed below. All site visits will be during normal business hours, Monday through Friday, excluding holidays.

To schedule an appointment email the Senior Buyer, Linda Blackburn, at lblackburn@knoxvilletn.gov and the Purchasing Office at purchasing@knoxvilletn.gov.

HISTORY:

The existing system was installed in November 2006, and is an A-VOX Recorder Model MV-PRO-PCI. The new system must be "backwards compatible" to this equipment in order for KPD to access archived recordings.

OPTION 1: TRADE-IN ALLOWANCE

Removal of the existing A-Vox Recorder, is required, and is to be included in the price of the new system. In the form of an option, Bidder may offer, and the City may accept, a trade-in allowance for this equipment. The equipment, if purchased, will be sold in "as is" condition with no warranty expressed or implied. Sale of this equipment is subject to approval of the Purchasing Agent.

If Bidder's offer of a trade-in allowance is accepted, Bidder will remove the equipment from site prior to completion of installation. If Bidder's offer is not accepted, the system will remain the property of the City of Knoxville and will be disposed of to the best interest of the City.

INSTALLATION:

The City requires immediate delivery. Bidder is to state earliest guaranteed delivery date after receipt of order for consideration. Preference may be given to those bidders with the ability to complete installation within 30 days from date of order.

There is no loading dock at this facility.

The City Department of Information Systems and KPD will be responsible for making all necessary contacts, and arrangements, with all providers interfacing to the proposed system. Examples of such service providers may include, but are not limited to: telephone service provider(s), database service provider(s), voice recording equipment provider, and/or radio communications equipment providers.

After the equipment has been installed, and before final acceptance, the successful bidder will be responsible for resolving any conflicts that may arise with any service and/or equipment provider with regard to the relationship between bidder's equipment and the equipment provider.

Installation must be coordinated with the department of Information Systems and will be as per their instructions.

Unless otherwise agreed, all work shall be performed on consecutive business days during normal business hours, 8:00 a.m. to 4:30 p.m., Monday through Friday, excluding holidays.

As part of installation Bidder will uninstall existing equipment and install and connect the new equipment (server) to KPD phone system.

The system will be installed in the KPD Safety Building in Teleserve, and the server will be installed at KPD Safety Building in the Communication wiring room. (There are seven (7) workstations in Teleserve.)

Installation to include professional assistance with loading of workstation software applications onto customer supplied pcs in the Teleserve Division, as per instructions of the Project Manager.

Prior to final acceptance, Bidder will train KPD personnel in use of the equipment. Hours for implementation (and training) will be 8:00 a.m.-4:30 p.m. Eastern Standard Time, Monday through Friday, excluding holidays.

SPECIFICATIONS:

Bidder will provide an 8 channel NEC digital VPI Version 5 system to includes caller ID, live monitor, incident recreation, and redaction, with customer provided peripherals and rack shelf

Software:

Quantity	Part Number	Description
8	VP5-CVRE	VPI Capture Essential: Voice Recording license. Per activated Channel
1	VP5-PSAP-1	PSAP enhanced package: Instant Recall, Live Monitor, Caller ID (if available), Incident Creation & Redaction Tool.
1	VP5-VPS-1-100	V-Portal Server Activation (CPU) License. Includes Media Services (archive management), Reporting Engine and Rules Engine. Sized

to support systems licensed for between 1 and 100 seats or recording channels. (Requires Item RPL-TRAINING-ONSITE).

Hardware:

Quantity	Part Number	Description
1	RPL-Cable 15	15 FT 25-Pair Cable
1	RPL-SVR-VP5 4URM-PROM01	All in One Server up to 120 channels Analog Digital, 192 VoIP, and less than 25% Screen. 4URack mounted: Intel Quad Core 2.4 GHz CPU, 12 GB Ram, Raid 1 x 2 Hot swap 500 GP 7200 rpm 32 MB Cache 3 PCI-e and 3 PCI expansion slots, Windows 2008 R2 Standard 64 Bit, Redundant Hot swap 800W power, 1 DVD Ram Multi Drive
1	VPS-Digital-16S	16 Port Digital Interface Card

Warranty:

1 Year	Warranty	All parts, labor, maintenance and support.
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Services:

Bidder will provide Onsite installation as specified.

OPTION 2: MAINTENANCE AND SUPPORT

Price of the system is to include a one year parts, labor, maintenance and support warranty. Maintenance will be on an annual basis.

Maintenance and support to include 24/7 phone support, parts, onsite Monday-Friday 8 am-5 pm service.

In the form of an option, Bidder is to state cost to provide ongoing maintenance and support for years, 2, 3, 4, 5 and additional years, if available.

EQUIPMENT AND COST SUMMARY:

The response must contain a list of all equipment proposed for installation, which specifies each item, product manufacturer, individual model numbers, version numbers and the associated cost for each component or item. All equipment and component parts furnished shall be new, meet the minimum requirements stated herein, and be in operable condition at the time of installation. The Bidder shall provide a detailed description of any special equipment or network interfaces necessary in order for the proposed system solution to function properly.

ADDITIONAL INFORMATION:

1. The City will be responsible for all data network infrastructure not purchased from bidder, including switches, hubs, bridges, routers, external caching devices and cabling.

2. The City will provide:
 - a. An accurate and complete document containing channel and/or position mappings for channel name, extension number, agent login, channel type (phone or radio), workstation IP address, computer name, and operating system. For VOIP systems: Complete list of all IP addresses and MAC addresses of all devices to be recorded. Setup of the SPAN port and any configuration to VoIP call manager will also be the responsibility of the City.
 - b. LAN/WAN that supports TCP/IP protocol with static IP addresses for each recording appliance and server.
 - c. Sufficient space for the units and/or cabinets as well as sufficient entryway clearance for all system components. It is understood that temperatures are not to exceed 75 degrees in the equipment room.
 - d. Sufficient power to the purchased recording system (including cabling and outlets) and UPS unless ordered with the system. Systems with two power supplies should be on two separate circuits.
 - e. A demarcation point, to include all required PBX, Radio and Network signals and associated hardware, to an easily accessible point within 15 feet of system. The City will clearly identify all cables with information indicating signal source and/or network connection and confirm they are fully operational.
 - f. A person to act as Project Manager to assist with the implementation and acceptance of the system above. The Project Manager will have administrator login credentials to load applications on desktops and to add recorder to domain, if required.
 - g. The City agrees to allow remote system access via City VPN, or the Bidder's access software application for remote system diagnostics, using the City's procedures for Remote Access.
 - h. Any and all servers and workstations required but not ordered above.
 - i. Sufficient facilities to conduct all required training.
3. Additional system components, if required, such as Beep tone generators, D to A converters, etc. will be invoiced separately.
4. With regard to Digital phone systems, it is assumed that all phones are two wire unless otherwise specified. Four wire phones will require double channel count for recording and purchase of additional hardware and licenses.
5. Warranty begins upon acceptance of the system by the City and upon determination that all system channels are successfully recording and can be accessed through the recorder server or a network connected workstation.
6. The system warranty will begin after system's training and acceptance testing has been completed as stated in Item 5 above and agreed by both parties.

In order for your quote to be considered for award, your completed form must be faxed or emailed to the Senior Buyer no later than 4:30 p.m., Tuesday, December 29, 2015.

By submitting a quote to the City of Knoxville, the submitter warrants the following:

1. The quote is good for 60 days.
2. The Quoter is licensed to conduct business.
3. The Quoter will use environmentally friendly products and services whenever possible.

4. The Quoter has not entered into any collusion with any person in respect to the pricing of this order or any other.
5. The Quoter represents and agrees to the insurance requirements, termination clause, and indemnification clause attached to this document.

Please send your written quote to either the email address or fax number shown below:

Linda Blackburn
Senior Buyer
City of Knoxville
Purchasing
lblackburn@knoxvilletn.gov
FAX: (865) 215-2277

INCLEMENT WEATHER: During periods of inclement weather, the Purchasing Division will enact the following procedures with regard to solicitations and weather delays:

- If City offices are closed due to inclement weather on the date that quotes are due into the Purchasing Office, all solicitations due that same day will be moved to the next operational business day.
- The City of Knoxville shall not be liable for any commercial carrier's decision regarding deliveries during inclement weather.

REQUIRED INSURANCE: When applicable and prior to the commencement of the contract, contractor must, at its sole expense, obtain and maintain in full force and effect for the duration of the Agreement and any extension hereof at least the following types and amounts of insurance for claims which may arise from or in connection with this Agreement. Contractor shall furnish the City of Knoxville with properly executed certificates of insurance which shall clearly evidence all insurance required by the City. All insurance must be underwritten by insurers with an A.M. Best rating of A-VIII or better. Such insurance shall be at a minimum the following:

- A. **Commercial General Liability Insurance;** occurrence version commercial general liability insurance, and if necessary umbrella liability insurance, with a limit of not less than one million dollars (\$1,000,000) each occurrence for bodily injury, personal injury, property damage, and products and completed operations. If such insurance contains a general aggregate limit, it shall apply separately to the work/location in this Agreement or be no less than two million dollars (\$2,000,000).

Such insurance shall:

(a.) Contain or be endorsed to contain a provision that includes the City, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. The coverage shall contain no special limitations on the scope of its protection afforded to the above-listed insureds. Proof of additional insured status up to and including copies of endorsements and/or policy wording will be required.

(b.) For any claims related to this project, Contractor's insurance coverage shall be primary insurance as respects the City, its officers, officials, officers, employees, and volunteers. Any insurance or self-insurance programs covering the City, its officials, officers, employees, and volunteers shall be excess of Contractor's insurance and shall not contribute with it.

(c.) At the sole discretion of the City, dedicated limits of liability for this specific project may be required.

- B. **Automobile Liability Insurance;** including vehicles owned, hired, and non-owned, with a combined single limit of not less than \$1,000,000 each accident. Such insurance shall include coverage for loading and unloading hazards. Insurance shall contain or be endorsed to contain a provision that includes the City, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of automobiles owned, leased, hired, or borrowed by or on behalf of Contractor.
- C. **Workers' Compensation Insurance.** Contractor shall maintain workers' compensation insurance with statutory limits as required by the State of Tennessee or other applicable laws and employers' liability insurance with limits of not less than \$500,000. Contractor shall require each of its subcontractors to provide Workers' Compensation for all of the latter's employees to be engaged in such work unless such employees are covered by Contractor's workers' compensation insurance coverage. Such insurance shall include a waiver of subrogation in favor of the City. Proof of waiver of subrogation up to and including copies of endorsements and/or policy wording will be required.
- D. **Other Insurance Requirements.** Contractor shall:
- Prior to commencement of services, furnish the City with original certificates and amendatory endorsements effecting coverage required by this section and provide that such insurance shall not be cancelled, allowed to expire, or be materially reduced in coverage except on 30 days' prior written notice to the City Attorney of Knoxville; P.O. Box 1631; Knoxville, Tennessee 37901. Proof of policy provisions regarding notice of cancellation will be required.
 - Upon the City's request, provide certified copies of endorsements and policies if requested by the City in lieu of or in addition to certificates of insurance. Copies of policies will only be requested when contracts are deemed to be extremely or uniquely hazardous, include a dollar amount that is significant to the overall budget of the City or a City Department, or the coverage(s) may not follow standard insurance forms. A policy will only be requested after the City's Risk Manager has reviewed the contract and proof of coverage has been provided. Should the certificate of insurance refer to specific coverage wording or endorsements(s), proof of such policy wording or endorsement(s) will be required.
 - Replace certificates, policies, and endorsements for any such insurance expiring prior to completion of services.
 - Maintain such insurance from the time services commence until services are completed. Failure to maintain or renew coverage or to provide evidence of renewal may be treated by the City as a material breach of contract.
 - If Contractor cannot procure insurance through an insurer having an A.M. Best rating of A-VIII, Contractor may, in the alternative, place such insurance with insurer licensed to do business in Tennessee and having A.M. Best Company ratings of no less than A. Modification of this standard may be considered upon appeal to the City Law Director.

- Require all subcontractors to maintain during the term of the Agreement Commercial General Liability insurance, Business Automobile Liability insurance, and Workers' Compensation/Employer's Liability insurance (unless subcontractor's employees are covered by Contractor's insurance) in the same manner as specified for Contractor. Contractor shall furnish subcontractors' certificates of insurance to the City without expense immediately upon request.
- Any deductibles and/or self-insured retentions greater than \$50,000 must be disclosed to and approved by the City of Knoxville prior to the commencement of services. Use of large deductibles and/or self-insured retentions may require proof of financial ability as determined by the City.
- The insurer shall agree to waive all rights of subrogation against the City, its officers, officials, and employees for losses arising from work performed by Contractor for the City. Proof of waiver of subrogation up to and including copies of endorsements and/or policy wording will be required.
- All general liability policies must be written on an occurrence basis, unless the Risk Manager determines that a claims made basis is reasonable in the specific circumstance. Use of policies written on a claims made basis must be approved by the City. Risk Manager and retroactive dates and/or continuation dates must be provided to the City prior to commencement of any work performed. Professional Liability and Environmental Liability (Pollution Coverage) are most commonly written on a claims made basis and are generally acceptable in that form.

INDEMNIFICATION CLAUSE

The successful proposer will be required to sign a contract which contains the following indemnification clause. This indemnification clause will not be altered in any way. Failure to agree with this indemnification clause in the contract may result in the City moving to the next responsible responsive proposer.

Contractor shall defend, indemnify and hold harmless the City, its officers, employees and agents from any and all liabilities which may accrue against the City, its officers, employees and agents or any third party for any and all lawsuits, claims, demands, losses or damages alleged to have arisen from an act or omission of Contractor in performance of this Agreement or from Contractor's failure to perform this Agreement using ordinary care and skill, except where such injury, damage, or loss was caused by the sole negligence of the City, its agents or employees.

Contractor shall save, indemnify and hold the City harmless from the cost of the defense of any claim, demand, suit or cause of action made or brought against the City alleging liability referenced above, including, but not limited to, costs, fees, attorney fees, and other expenses of any kind whatsoever arising in connection with the defense of the City; and Contractor shall assume and take over the defense of the City in any such claim, demand, suit, or cause of action upon written notice and demand for same by the City. Contractor will have the right to defend the City with counsel of its choice that is satisfactory to the City, and the City will provide reasonable cooperation in the defense as Contractor may request. Contractor will not consent to the entry of any judgment or enter into any settlement with respect to an

indemnified claim without the prior written consent of the City, such consent not to be unreasonably withheld or delayed. The City shall have the right to participate in the defense against the indemnified claims with counsel of its choice at its own expense.

Contractor shall save, indemnify and hold City harmless and pay judgments that shall be rendered in any such actions, suits, claims or demands against City alleging liability referenced above.

The indemnification and hold harmless provisions of this Agreement shall survive termination of the Agreement.

TERMINATION CLAUSE

1. The City may terminate this Agreement at any time, with or without cause, by written notice of termination to the Contractor. If the City terminates this Agreement, and such termination is not a result of a default by the Contractor, the Contractor shall be entitled to receive as its sole and exclusive remedy the following amounts from the City, and the City shall have no further or other obligations to the Contractor: (a). The amount due to the Contractor for work executed through the date of termination, not including any future fees, profits, or other compensation or payments which the Contractor would have been entitled to receive if the Project had not been terminated; and (b) the direct out-of-pocket costs incurred by the Contractor for demobilization of the Project following receipt of the notice of termination, not to exceed the amount reasonably and actually required to demobilize the Project.
2. The City may, by written notice of default to the Contractor, terminate the whole or any part of this contract if the Contractor fails to make delivery of the supplies or to perform the services wherein the time specified herein or any extension thereof; or if the Contractor fails to perform any of the other provisions of the contract, or so fails to make progress as to endanger performance of this contract in accordance with its terms, and in either of these two circumstances does not cure such failure within a period of 10 days (or such longer period as the Purchasing Agent may authorize in writing) after receipt of notice from the Purchasing Agent specifying such failure.
3. If the contract is terminated in whole or in part for default, the City may procure, upon such terms and in such manner as the Purchasing Agent may deem appropriate, supplies of services similar to those so terminated.
4. If, after notice of termination of this contract under the provisions of this clause, it is determined for any reason that the contractor was not in default under the provisions of this clause, or that the default was excusable under the provisions of this clause, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to termination for convenience of the City.
5. The rights and remedies of the City provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under this contract.

QUOTE SECTION

Having carefully examined the scope of work, and having familiarized ourselves with the existing conditions and specifications for upgrading of the existing voice/call recording system in the Knoxville Police Department, Teleserve Division, at 800 E. Howard Baker Jr. Boulevard, we hereby propose to furnish all supervision, materials equipment, hardware, software, apps, labor and travel necessary to supply, deliver, offload, secure, test, warranty, and professionally install a new VPI Empower 911 system or approved equal system as specified, and remove debris from site for the following sum:

Price for the supply and installation
of a new VPI Empower
system or approved equal
as specified including all charges. \$ _____

State the name of the manufacturer, make and model number of the system proposed for use below

Manufacturer: _____; Make/Model Number: _____

OPTION 1:

Trade In Allowance offered
for purchase of the
existing A-Vox Recorder \$ _____ (If no trade-in allowance is offered
please enter zero in the space
provided.)

TOTAL: \$ _____

OPTION 2: Extended Maintenance and Support

(Price of system includes first year warranty, maintenance and support

In the form of an option, please state cost to extend the agreement and provide Maintenance and Support, for the following years. (Extended Maintenance and support, if required, will be paid on a yearly basis.) The City will decide at later date, if an extended maintenance/support agreement is required.

Year 2-3 \$ _____

Year 3-4 \$ _____

Year 4-5 \$ _____

If maintenance and support is available for year 6 and above, please so state and list cost below:

INSTRUCTIONS:

Include a list of all equipment proposed for installation which specifies each item, product manufacturer, individual model numbers, version numbers; the associated cost for each component license, or item, and all associated miscellaneous charges necessary to complete installation. (Total should equal price listed above.)

Provide a detailed description of any special equipment or network interfaces necessary in order for the proposed system solution to function properly.

BIDDER GUARANTEES delivery of no later than _____ days after receipt of order.

Firm Name: _____

Signature of Quoting Official: _____

Telephone: _____

Email: _____